Monitoring Process

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IOWA DEPARTMENT ON AGING

Area Agency on Aging Executive Directors & Staff | February 1, 2018

Purpose

To provide education on the monitoring system of Older Americans Act Programs and Services as well as State funded programs, contracted through the Area Agencies on Aging (AAAs)

Monitoring Overview

- State Units on Aging Are Required by the OAA, CFR, Iowa Code and Iowa Administrative Code, to Provide Oversight, Evaluations, and Monitoring of Each Program, Function or Activity and Funding
- These Requirements Are Used as Instruments to Provide Services and Ensure the Proper Management of Funds
- Provide Clarity, Transparency, Continuity and Consistency Statewide
- Identify Continuous Improvement and Highlight Benchmarks
- Creates a Stronger Aging Network, Collaboratively and Collectively
- Identifies Root Cause Of Compliance Issues – Experienced by One AAA or Many?
- Provides an Opportunity to Identify System Issues (Technical Assistance, Training, Administrative Code Interpretation or Adjustment)

Alignment of Requirements

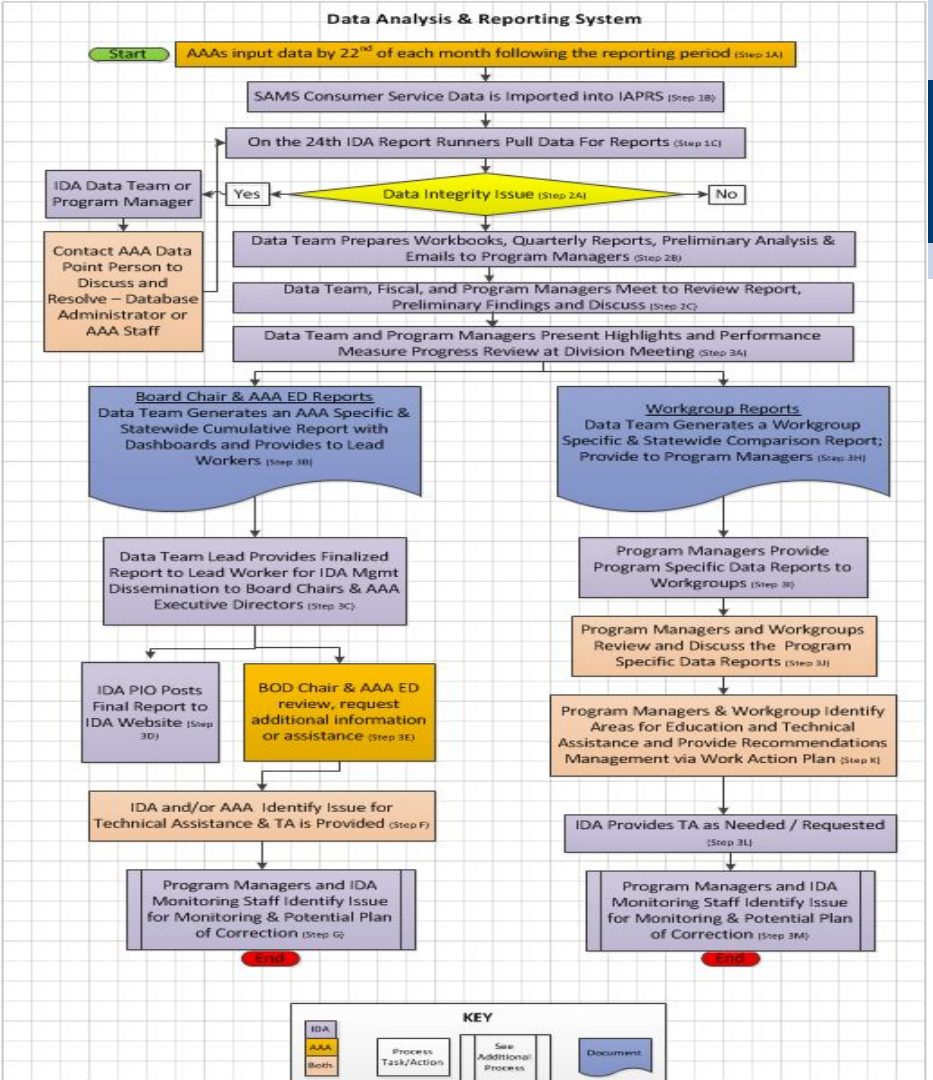
Reviewed for Alignment

- OAA
- Iowa Code
- Iowa Administrative Code
- State Plan → Area Plan
- Reporting Manual

Evaluation

A Management Tool Utilized to Assess:

- Process Performance Through Data Analysis
- Effectiveness, Efficiencies and Impact of Activities Related to Specific Objectives
- Identifies Areas for:
  - Technical Assistance
  - Training & Education
- Examines Outcomes & Performance Measures
- Collected at a Specific Time (Quarterly & EOY)



- Quarterly and Year End Data Reports
- Provided to AAA Executive Directors & Work Group Participants
- Work Groups
  - Analyze Data Reports
  - Discuss Performance Measure Progress
- Evaluate
  - Best Practices
  - Identify areas for Technical Assistance and/or Training
  - Identify Gaps

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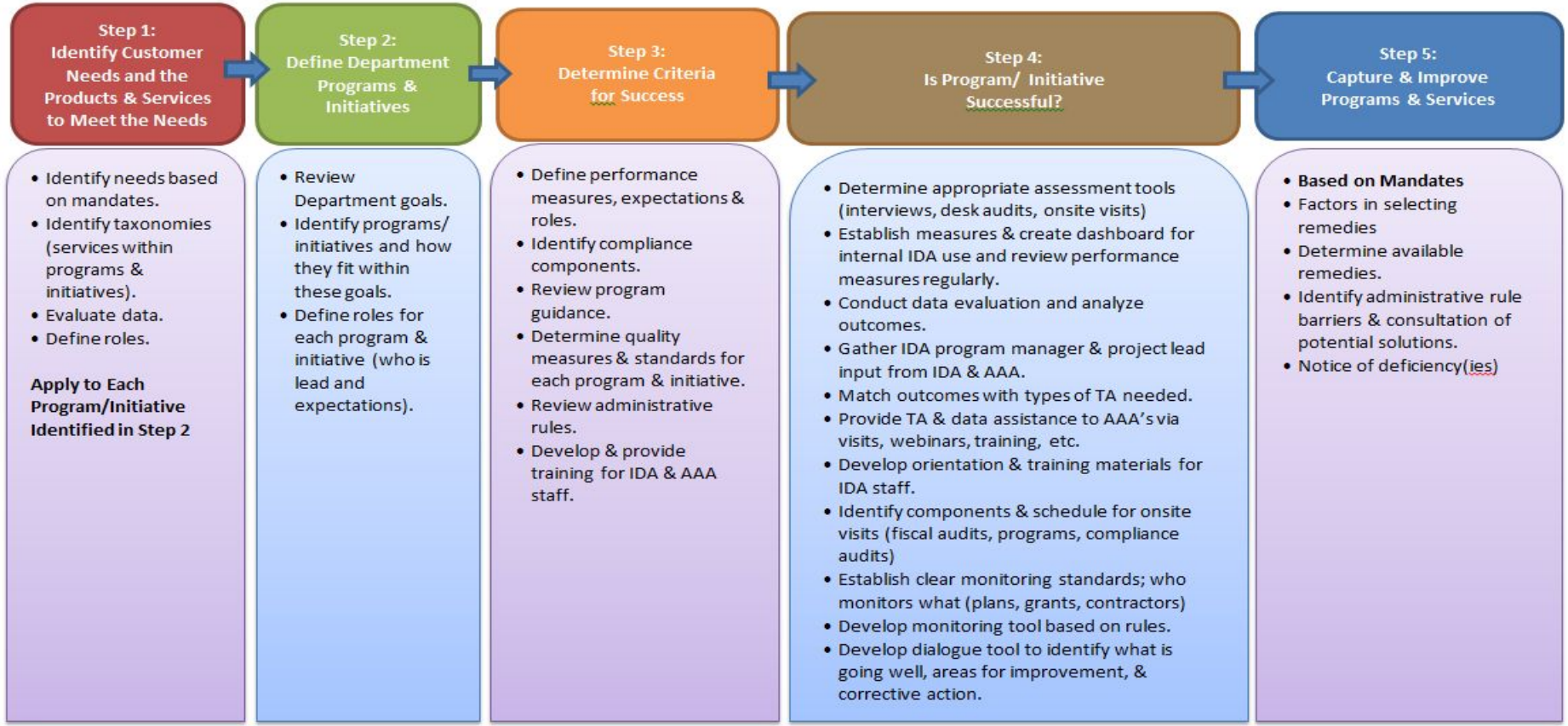
Monitoring

A management assessment tool utilized to ensure compliance to mandates and requirements such as the Older Americans Act, Iowa Code, Iowa Administrative Code, contracts, grants, etc.

SYSTEM MANAGEMENT



Schedule – Title 3 & Title 7

- **Administration**
- **Fiscal**
- Family Caregiver Program
- Nutrition (EB & HP/DP)
- EAPA Program

April (last 2 weeks)
May
June

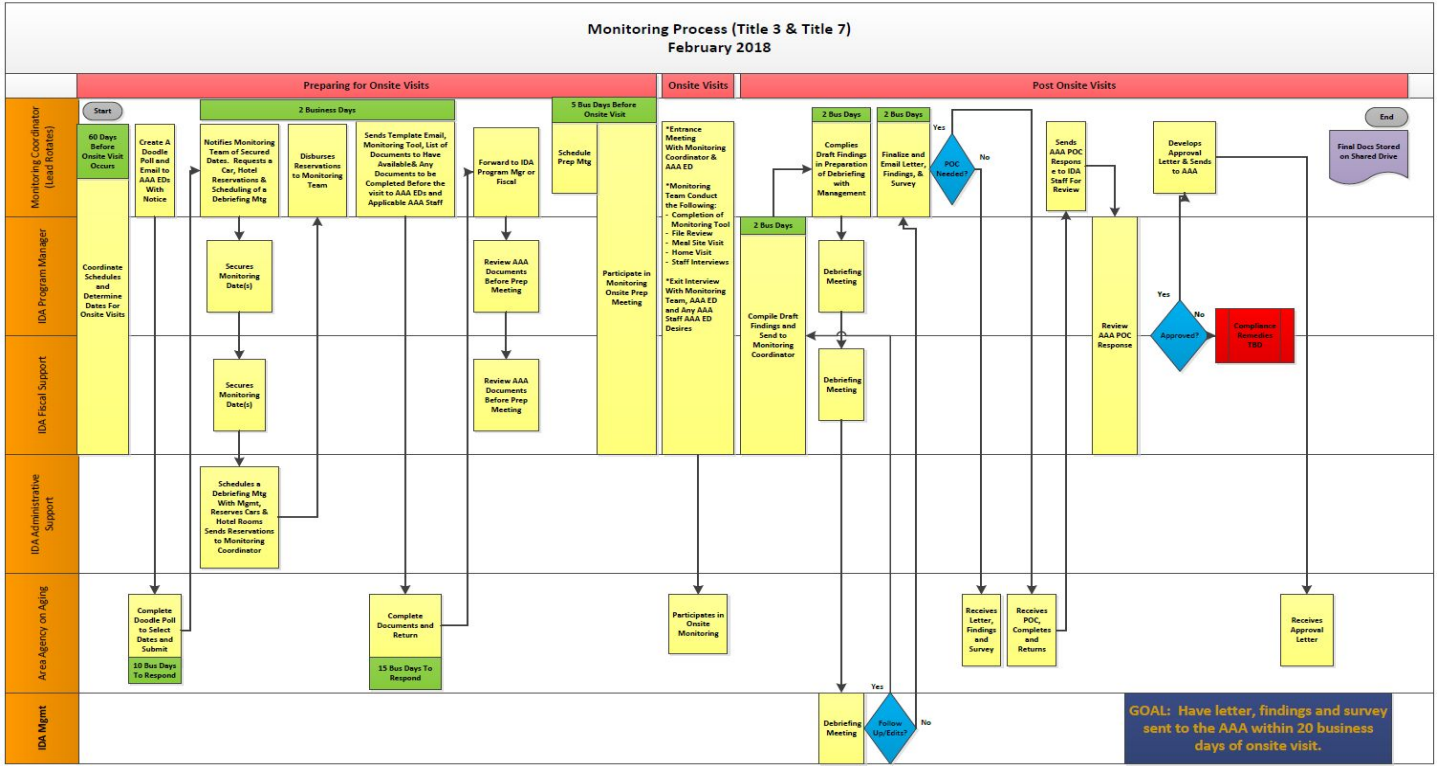
- **Administration**
- **Fiscal**
- ADRC
- Legal Assistance
- OAA Services

Sept
Oct
Nov

Schedule – SCSEP & OWEP (Title 5)

- Occurs in September / October
- Voc Rehab Schedules
- Surveys – Satisfaction
    - Employers
    - Job Participants
    - Host Agencies

Monitoring Process Map



Refer to Process Map Handout

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FAQs

- FAQ Document is Included in Handout Packet
- Addresses Issues Such as:
  - How are schedules determined?
  - How is the AAA made aware of what is needed?
  - What occurs during the onsite visits?
  - What happens in case of inclement weather?
  - How and when are AAAs notified of the monitoring onsite findings?

Consistency & Continuity Methods

- Ensure Communication with IDA Staff, AAA ED & Applicable Staff
- Recorded Training for IDA Staff and FAQ Document
- Recorded Education Segment for AAA Staff and FAQ Document
- Schedule, Timeline and Process Flowchart
- Templates:
  - Email Notifications (Scheduling & Prep Documents)
  - Monitoring Tool Templates
  - Letters
  - Findings
  - Plan of Correction

Quality Assurance

- Letter, Findings and Survey for AAA EDs and Applicable AAA Staff to Complete Regarding the Monitoring Process
- Are Timeframes Being Met? If Not, Why? And How to Adjust Process
- Any Non Value Added Steps That Can Be Eliminated?

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